

Phase 1 Pet Walking Industry

COVID-19 Requirements

This document applies to the pet walking industry. These requirements do not pertain to pet grooming, pet care, animal training, or any other animal-related industry designated as “essential” in the Appendix to Proclamation 20-25.

Phase 1: Businesses in the pet walking sector must adopt a written procedure for employee safety and customer interaction that is at least as strict as the Phase 1 low-risk procedure below and complies with the safety and health requirements below. Individual pet walkers must follow all operational and safety guidelines in order to provide pet walking services.

Many people involved in the pet walking industry are independent contractors not associated with an established business. To the extent that any provision is *entirely* inapplicable to a single-person operation, it need not be followed. For example, Standard 11, below refers to gatherings with fellow employees and, therefore, has no bearing on a single-person operation.

Safety and Health Requirements

All pet walking businesses have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer’s COVID-19 policies.
- Maintain minimum six-foot separation between staff and customers in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. Cloth facial coverings must be worn by every employee on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and

guidance. Refer to [Coronavirus Facial Covering and Mask Requirements](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf) for additional details. A cloth facial covering is described in the Department of Health guidance, <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf>.

- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the [cleaning guidelines set by the CDC](#) to deep clean and sanitize.

A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to monitor the health of employees and enforce the COVID-19 job site safety plan.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

All pet walking businesses are required to comply with the following COVID-19 worksite-specific safety practices:

Below is a list of additional practices for pet walking businesses to follow in order to provide a safe back to work environment for employees and customers.

Always educate your employees on the company's COVID-19 Safety Plan. If possible, implement daily all-hands communications within the company to inform, educate and reinforce standard operating procedures, safety plan and possible next steps. The situation remains dynamic and employees need to understand this is a fluid action plan that is being discussed regularly and may change frequently. Clearly communicate changes as needed.

All businesses and individuals engaged in pet walking must create a daily log of all customer interactions and maintain that daily log for 30 days, including telephone/email contact information, time of interaction. This will facilitate any contact tracing that might need to occur.

When providing a pet walk while the pet owner is home

1. If the pet walker or pet owner have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell or have been exposed to someone who has, pet walking services should be cancelled.
2. Pet walkers and pet owners should follow PPE requirements if interaction is necessary.
3. Keep interactions short. If unable to discuss important pet care details virtually, keep your in-person interaction short and maintain a six-foot distance throughout any conversation.
4. Practice contactless hand-offs:
 - Keep a minimum of six feet between pet walker and pet owners.
 - The pet owner should make all efforts to allow the pet walker to let themselves in and all essential materials should be left near the door.
 - If a lead hand-off is necessary, keep the interaction quick and wash hands after.
 - When possible, the pet walker should bring their own lead and poo bags.
 - Clean and sanitize all materials, including leads, food containers, water, and food bowls before and after a walk.

When picking up the pet when the pet owner is not home

5. The pet owner is to make sure the pet is easily accessible and should gate the pet near the entry area whenever possible.
6. When possible, the pet walker should bring their own lead and waste bags.
7. Clean and sanitize all materials, including leads, food containers, water, and food bowls before and after a walk.

When a pet owner is dropping the pet off at the pet walker's home

8. Pet walker will ensure drop-off occurs at the home's door or, in a multi-family building, an established common area, preferably outdoors.
9. If a lead hand-off is necessary, both parties must wear gloves, keep the interaction quick and wash hands after.
10. Clean and sanitize all materials, including leads, food containers, water, and food bowls

before and after a walk.

When pet walking businesses require an office or retail location

11. Gatherings of any size must be prevented by taking breaks, performing activities and lunch in shifts. Any time two or more persons must meet, ensure minimum 6-feet of separation.
12. Identify and control “choke points” and “high-risk areas” at locations where workers and members of the public typically congregate so that social distancing is always maintained. Consider relocating from small areas into larger rooms to accommodate more area for social distancing.
13. Minimize interactions during activities; ensure minimum 6-foot separation by physical barriers, and/or marking floors with tape. Limit the number of participants based on facility size and activities to allow for six-foot separation.
14. Arrange furniture to encourage social distancing.
15. Require customers to make reservations for in-person services.
16. Limit guest occupancy to 50% of maximum building occupancy or lower.
17. Require pets or other goods to be dropped off through a contactless process instead of hand-to-hand delivery when possible.

Hand Washing

18. Workers should be encouraged to leave their workstations to wash their hands regularly, before and after all customer interactions, before and after going to the bathroom, before and after eating and after coughing, sneezing, or blowing their nose.
19. Distributing supplemental hand sanitizer with at least 60% alcohol throughout the worksite. Increase the number of hand sanitizing stations throughout the facility.
20. When running water is not available, portable washing stations, with soap, are required. While alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol can also be used, they are not a replacement for the water requirement.
21. Post, in areas visible to all workers and customers required hygienic practices, including not to touch face with unwashed hands or with gloves; washing hands often with soap and water for at least 20 seconds; use hand sanitizer with at least 60% alcohol, covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the U.S. Centers for Disease Control (CDC).

Sanitation and Cleanliness

22. All work trucks must have hand sanitizer available and all employees shall sterilize their

hands when arriving on-site. Follow social distance and PPE requirements as described in [Coronavirus Facial Covering and Mask Requirements when traveling in work trucks.](#)

23. Frequently clean and disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs and restrooms.
24. Make disinfectants available to workers throughout the location and ensure cleaning supplies are frequently replenished.
25. Minimize or eliminate use of shared equipment and tools. Sanitize accordingly to meet CDC guidelines.
26. Sanitize trucks; dashboard controls, steering wheel, handles, etc. Use CDC approved cleaning products.

Sick Employee Plan

27. Screen all workers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell.
28. Ask employee to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be 'no touch' or 'no contact' to the greatest extent possible. If a 'no touch' or 'no contact' thermometer is not available, the thermometer must be properly sanitized between each use. Any worker with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.
29. Create policies that encourage workers to stay home or leave the location when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.
30. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.
31. Instruct workers to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the worker should be immediately sent home. If symptoms develop while the worker is not working, the worker should not return to work until they have been evaluated by a healthcare provider.
32. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain

confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

Training:

33. All on-site employees must be trained on the worksite's policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

Visitor Log:

34. When there is a face-to-face customer interaction, create a daily log of all customers and maintain that daily log for 30 days, including telephone/email contact information, and time in. This will facilitate any contact tracing that might need to occur.

No pet walking businesses may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.
- General questions about how to comply with the agreement practices can be submitted to the state's Business Response Center at <https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5>.
- All other violations related to Proclamation 20-25 can be submitted at <https://bit.ly/covid-compliance>.